

State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

BUREAU OF EMERGENCY COMMUNICATIONS

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May 29, 2003

The Honorable Craig Benson, Governor
The Honorable Executive Council
The Honorable Gene G. Chandler, Speaker of the House of Representatives
The Honorable Thomas R. Eaton, President of the Senate

Enhanced 9-1-1
Commission Members:

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linehan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Paul Violette
NH Telephone Association

Chief George Landry
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Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Captain George Valliere
NH Police Officer

Major Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

Chief Bradley J. Russ
NH Assoc. of Police Chiefs

Dear Governor Benson,

The New Hampshire Enhanced 9-1-1 Commission is pleased to report that the State's Enhanced 9-1-1 system continues to be one of the most technologically advanced 9-1-1 systems in the United States while maintaining its tradition of excellent service to the citizens and visitors to our state. The Bureau of Emergency Communications remains the most cost effective statewide system in the country.

From the very first days of the Enhanced 9-1-1 system in 1991 the Enhanced 9-1-1 Commission has struggled to make sure that the system provides the people of New Hampshire with a top quality service while keeping the surcharge at .42 cents per month for the ninth straight year. We are concerned with the possibility of a surcharge increase due to such things as the recent defeat of HB 675, a proposed amendment to Revised Statutes Annotated 106-H:8, which was intended to prevent what we believed to be unrequired and unreasonable "Cost Recovery" by the wireless service providers.

The Commission regrets that there still appears to be confusion about its Non Lapsed fund. The Enhanced 9-1-1 Commission believes the legislative intent is clear, the system was intended to pay for itself through the surcharge and the funds were not to lapse but rather be held and used to accomplish the requirements of the system. As we enter our eleventh year of operation, the Commission believes it has accomplished most of the projects that it had identified as necessary to, in the words of RSA 106-H:5 Powers and Duties, the commission may: "Undertake any project and engage in any activity which will serve to improve enhanced 9-1-1 services." Most of the projects accomplished by the Bureau of Emergency Communications other than the day to day operation of the Bureau have been achieved using the Non Lapsed funds. This has prevented the surcharge from fluctuating to pay for substantial Verizon contract increases or added services in the middle of a budget cycle.

During FY 2003 the Bureau of Emergency Communication added additional local dispatch centers to the remote data terminal project. Included in the provision of remote terminals is hardware, software and maintenance. The Commission has no way to predict which agencies may request remote terminals or, as is occurring now, cities, towns and counties requesting additional terminals as their public safety agencies needs grow. We would like to point out that the Commission has always intended that no costs be shifted to local or county agencies, and we have accomplished that through the use of the Non Lapsed fund.

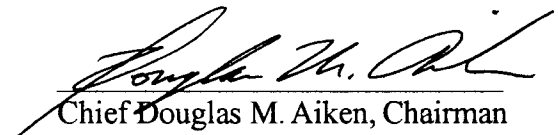
Completion of the planned second facility on the campus of the Department of Corrections in Laconia was accomplished in FY 03. The Commission is awaiting completion of contract negotiations with Verizon for network services to turn on the facility. Once turned on the first effect will be the opportunity to close the Concord facility in order to install the next generation of computer hardware and software. Once the Concord upgrade is completed both facilities will operate with a division of the existing employees to man both locations. The importance of operating both facilities is that it assures the survivability of the Enhanced 9-1-1 system in New Hampshire without interruption should either become disabled.

One of the most important related functions the Commission has overseen is the Mapping and Addressing Unit of the Bureau. It became readily apparent early in the process of setting up the Enhanced 9-1-1 program that addressing in New Hampshire was woefully lacking. In fact in 1993 it was reported by the US Post Office that 80 % of New Hampshire was Rural Route and box number rather than street name and number. As a result the Commission instructed the Bureau to assist cities and towns in their efforts to map and address. To date the Bureau has assisted over 166 communities through various stages of upgrading their addressing process. The assistance provided by the Bureau has directly saved local and county government the cost of most of the addressing function while providing digital mapping data that towns can use for a many other purposes.

Since 1995, officials from 29 states and 32 countries have visited the Bureau of Emergency Communications to view the New Hampshire system and last year our Executive Director was a featured speaker at the annual seminar of "The Institution of Fire Engineers" "Control Special Interest Group" at Napier University in Edinburgh Scotland (at no cost to the State of New Hampshire). Our use of state-of-the-art technology has provided New Hampshire with one of the nation's most efficient and

cost effective Enhanced 9-1-1 services. The Enhanced 9-1-1 Commission has, for eleven years, worked very hard to meet all the goals set for it by the Legislature in 1992 and we believe we have met every commitment we made. In the upcoming year the Commission intends to continue providing the citizens of New Hampshire with the outstanding Enhanced 9-1-1 system they deserve.

Respectfully submitted,



Chief Douglas M. Aiken, Chairman
Enhanced 9-1-1 Commission

Attachments

Public Use & Quality of Service

Each year the demand for service on the Bureau of Emergency Communications grows with the growth of population and phones throughout the state. On an average day the Bureau answers 1,300 to 1,400 calls from citizens requesting help. In addition, calls are received and handled for domestic violence court orders from an on duty judge, Language Line interpreter service, data requests from local, county and state emergency service agencies, documentation for court cases and other non emergency requests for assistance.

In the case of Police and Fire calls from wired phones, the caller is usually talking to the local dispatcher in 5 to 7 seconds from the time the call is answered by 9-1-1. In the case of Medical calls the Protocols used by the Bureau, as mandated by the New Hampshire Medical Control Board, require the 9-1-1 Telecommunicator to ask qualifying questions if the injury or illness is not life threatening. This may take up to 90 seconds before transfer. If the injury or illness is life threatening the caller is transferred to the ambulance dispatcher within the first 20 to 25 seconds.

In the case of wireless 9-1-1 calls, the time between receipt and transfer to the local dispatch is somewhat longer due to the necessity of determining where the call is coming from. Until the Federal Communications Commissions Rules requiring cellular companies to provide location information from cellular phones the Telecommunicators are required to question the caller to be sure where the call originated.

Every day the Bureau's telecommunicators provide Emergency Medical Dispatch assistance to callers which helps them in tending to a loved one, family member, friend or stranger who is in need of medical assistance. Nothing can replace quality medical assistance from an EMT or Paramedic on the scene, but while a citizen awaits the arrival of an ambulance the State's highly trained 9-1-1 telecommunicators are giving instructions over the phone to help the lay caller do whatever is possible to assist the sick or injured person. From 1995 to the present the 9-1-1 telecommunicators have assisted in delivering over 400 babies over the phone, given hundreds of CPR, Heimlick Maneuver instruction and other guidance as prescribed by the internationally accepted protocols approved by the New Hampshire Medical Control Board.

In some cases the wait for an ambulance can be as much as 25 to 30 minutes depending on the time of day and area of the state, but the Bureau of Emergency Communications Telecommunicators stay on the line with the caller until the ambulance arrives offering assistance and support.. The most frequent reason for a citizen to write a letter to the Commission is to compliment one of our Telecommunicators for their action on a medical call

The Enhanced 9-1-1 Commission is confident that the extent of growth in public use of the system reflects the quality of service rendered and is a tribute to the efforts of the men and women of the Bureau of Emergency Communications. The quality of the service provided is a direct result of the Commission having put in place one of the most rigorous Quality Assurance

programs in the 9-1-1 field. Each telecommunicator is monitored on every shift for call handling abilities and our medical quality review has exceeded every national standard for quantity of calls reviewed. A percentage of medical calls from every shift is reviewed and action is taken on any deviation from protocol. Minor issues are dealt with by a shift supervisor for a first time problem, but major issues or repeated minor problems require the employee be taken out of service for retraining and any further problems will generate disciplinary action.

The Commission has always recognized the serious nature of the service the Bureau performs and has taken steps to assure that the highest quality of service is provided at all times. As the Enhanced 9-1-1 program goes forward it is the intention of the Enhanced 9-1-1 Commission to see to it that the citizens of New Hampshire can depend on their 9-1-1 system to be the best in the country.

Database Development

Since the passage of Revised Statutes Annotated 106-H in 1992, the Enhanced 9-1-1 Commission has viewed the database development issue to be one of the major areas of concern. In the first contract the Commission signed with thenNYNEX, database was contracted to the phone company for maintenance.

It became readily apparent that database development and maintenance was not a simple matter. The first major issue to arise was the fact that, in 1992, 80 percent of New Hampshire addresses were rural route box numbers not city style house numbers. Since the Enhanced 9-1-1 system could not function on rural route numbers it quickly became obvious that the Bureau of Emergency Communications would need to assist the many small local jurisdictions with mapping and addressing in order to get the kind of street numbering necessary for an Enhanced 9-1-1 system.

In 1993 the Executive Director recommended that the Bureau begin assisting interested cities and towns by providing Global Positioning System to create maps on which addresses could be affixed. The Commission agreed that assistance was needed and instructed the Bureau to begin helping a number of local jurisdictions. Since then the Bureau has collected data in 170 towns and completed the addressing process in over 60 towns, but it has become readily apparent that mapping and addressing is neither a quick nor painless process.

During the mapping process, the Bureau will recommend that confusing and like sounding street names be changed. These recommendations are seldom accepted without controversy and in fact local boards occasionally decide not to make changes in the face of citizen pressure. This however, has lead to situations where communities have been sued after confusion delayed emergency response.

Regardless of the problems that arise in the addressing process, the next step is to enter the information into the database. Since July 5, 1995 the Enhanced 9-1-1 Commission Technical Committee has monitored the database quality and found that getting the information into the database, maintaining the data, adding new data as growth occurs and working to eliminate errors is a major problem in and of itself. The number of "No Record Found" displays over the years has not decreased, in fact, some believe it has increased indicating to the Technical Committee that renewed effort needs to be made to insure increased accuracy of the database. Towards that end, after lengthy and in-depth review, the Technical Committee determined the time had come for the Bureau of Emergency Communications to take over the Database Maintenance function. In addition to improving the quality of the Database, it is the belief of the Technical Committee that substantial savings will be realized. The Technical Committee made this recommendation to the full Enhanced 9-1-1 Commission and the Commission voted to do so after reviewing the facts surrounding the Committees recommendation.

In the end, the Enhanced 9-1-1 data base development project has progressed farther and faster than many realize. The Commission's steady and constant pressure on both local jurisdiction and the Bureau of Emergency Communications has slowly assured that an accurate and usable addressing system, taking the future of telecommunications into account, is being created in New Hampshire. In Fiscal 2004 the Bureau of Emergency Communications will take over the data base maintenance function at what the Commission believes will be a substantial financial savings.

Attached to this report is a copy of the most recent Verizon Status Report on addressing in New Hampshire. Although the Commission is not comfortable in suggesting that all the percentages offered in the report are accurate we do not believe that they are presented to be intentionally misleading. On the other hand, the Commission believes that significant progress has been made in transforming New Hampshire from a "Rural Route" addressed state to a street name and house number addressed state.

Revenue Generated

Attached is a State by State listing of surcharge rates for comparison purposes. In a few states there is no identifiable rate or there appears to be a low rate, but it should be realized that in every case a careful review of what the surcharge actually pays for helps understand why New Hampshire's rate is the lowest in the country. New Hampshire's Enhanced 9-1-1 Commission oversees the Bureau of Emergency Communications which pay ALL costs associated with provision of enhanced 9-1-1 service. As an example, the state of Arizona which appears to have a lower surcharge, but Arizona does not pay for all telecommunicators, all associated local equipment and the other associated costs of a complete enhanced 9-1-1 system.

Since the beginning of the Enhanced 9-1-1 system in New Hampshire the surcharge has been set at a level that was intended to pay the budget approved by the Legislature. In many years there has been a surplus at the end of the year, but in every case the Enhanced 9-1-1 Commission has identified programs and projects that the surplus was intended to pay at the appropriate time. The Commission believes its management of the surcharge and the Non Lapsing fund has assured that the citizens of New Hampshire are not faced with a yo-yo effect on the surcharge.

Unlike many other agencies, the Bureau of Emergency Communications is not able to predict many of the costs associated with the operation of the system. For instance the network/ Database contract expires in odd years while the budget is submitted to begin in an even year. The last network contract with Verizon jumped in one year from \$56,000 to \$93,000, a 66% increase. Had it not been for the Non Lapsed fund the Commission would not have been in a position to pay its contracted Network and Database services bill.

Simply put, the Commission has always tried to maintain the surcharge at a level to assure the obligations of the Bureau are met. To date the revenues generated have always met the needs of the program which has not always been the case in other states. The state of Massachusetts is reported to be operating its enhanced 9-1-1 system with a 30 million + deficit and has never covered the total costs of the program like New Hampshire.

Lastly, the Commission would like to point out that the surcharge is based on the Legislatively approved budget submitted each Biennium. Whether the surcharge goes up or down each year is based on a number of factors over and above the budgeted figure including subscriber count, agency expenses, contract costs, requests from local agencies for assistance and a number of other factors. Once the budget has been set and the Non Lapsed funds calculated minus encumbered funds, the surcharge can be set based on approximately 1.4 million subscribers.

Coordination with Municipalities

In Fiscal Year 2003 the Bureau of Emergency Communications has continued the installation of primary and additional remote terminals at all twenty four (24) hour local and county dispatch centers that have requested such equipment. To date no request has been refused. Since its inception, the Bureau of Emergency Communications has been instructed, by the Enhanced 9-1-1 Commission, to make available to local dispatch centers as much data as possible to improve local response to emergency situations. The single most important project after the Enhanced 9-1-1 system was installed was the completion of the "Remote ANI/ALI" system. (Automatic Number Identifier/ Automatic Location Information = ANI/ALI)

Starting in 2002, the Bureau has developed, tested and installed one of the most technologically advanced remote ANI/ALI systems in the world. The system is based on a Computer Aided Dispatch program which allows the Bureau to not only provide number and location data to local dispatchers, but it allows the maps created by the Bureau to be mounted in the local hardware to be available to local dispatchers providing a map depiction of where the call is coming from. The significance of this development will be even more apparent when the Federal Communications Commission (FCC) requirement of location of cellular calls goes into effect in 2005. The system the Enhanced 9-1-1 Commission has built for New Hampshire is ready NOW to meet the FCC requirements and the mapping unit of the Bureau of Emergency Communications is creating the data necessary to locate any cellular caller anywhere in the state once the cellular providers give us the latitude and longitude information required.

One important fact regarding the Remote ANI/ALI project is that everything involved in providing the program to local jurisdictions is paid for by the Enhanced 9-1-1 system. The Bureau of Emergency Communications provides the hardware, firmware, software, equipment and maintenance necessary to operate the remote data. There is no expense to the local jurisdiction other than electricity and employee wages to use the system.

Another area of municipal cooperation is database development and maintenance. To date most towns in the state have assigned a municipal liaison to assist in verifying and maintaining the address/telephone number data. It should be apparent that from time to time discrepancies occur. In those cases the Database Maintenance Unit needs someone at the local level to assist in correcting the discrepancy. During the past year the local liaison's have assisted in repairing hundreds of discrepancies in address information and as a result the accuracy of the data improves each year.

Training Programs 2002-2003

The Enhanced 9-1-1 Commission has stressed training as the most critical component in ensuring quality call handling. To further that goal the Bureau of Emergency Communications Training Staff have provided extensive Recruit, In-Service and Local Agency Training Assistance during the past year. Set out below is the training provided.

Bureau Employees

Recruit Training:

New Hires: 23 new people trained

The Bureau tested and interviewed 55 people 310 hours

The Bureau hired and trained three classes of new employees as Telecommunications Specialists during the past year. Each new hire goes through eight weeks of classroom training and eight weeks of mentoring at a console with a Certified Telecommunications Specialist before being deemed ready to perform as a telecommunicator. A total of 640 hours of training is required of each new hire before they answer their first call on their own.

Total Bureau Recruit Training Hours Completed 14,720

Continuing Education:

In-service Telecommunicators:

Unlike Recruit Training not all in-service classes are required of all employees, however, All in-service employees must attend required re-certification classes and meet a minimum number of hours of continuing education each year. These classes assist the telecommunicators in keeping certifications current and updating them on changes in Police, Fire and Emergency Medical Service procedures and requirements. Below is a breakdown of courses offered, duration and the number of employees who attended each class.

1. Emergency Medical Dispatch Review - 2 hours (10 times per year), 166 people
2. American Red Cross - 2 Hours, 13 people
3. Job Burnout - 2 Hours, 16 people
4. CPR/AED Recertification - 4 Hours, 37
5. Sexual Harassment - 1 Hour, 90 people
6. DHART - 3 hours, 20 people
7. Mentor Training - 2 hours, 12 people

Total Bureau Continuing Education hours completed: 712

Local Agency Employees

The Bureau provides training for local agencies on request. In addition to allowing any local dispatcher to attend the classes listed above, we have held specific classes for local agency employees as requested by local department heads. Below is a breakdown of courses requested, duration and the number of local employees who attend each class.

1. APCO Basic Telecommunicator Certification Course - 40 hour class, 29 people
2. Customer Service taught at NE APCO Conference - 4 hours, 33 people
2. Customer Service the 911 Way - 4 hour class, 50 people
3. TTY - 4 hours, 6 people
4. Communications Training Officer - 24 hours, 10 people
5. Emergency Telecommunications Briefing for Police Academy - 4 hours, 195 people

Additionally, the Bureau Training Staff has assisted several local agencies in New Hire Testing and Interviews. Between testing and interviewing it is estimated that each local new hire consumed approximately 2 hours of staff time. During the past year 50 local candidates have taken part in the Bureau Testing & Interviewing process.

Total Local Agency Training hours completed: 2536

Setting Up Data Bases for Remote CAD Sites

3 agencies, 336 hours

Train the Trainer

1. HIPAA Compliance - 8 hours, 1 person
2. Communications Training Officer - 24 hours, 2 people
3. How to Be A Better Trainer - 6 hours, 2 people
4. NH 511 - 4 hours, 3 people
5. NH Personnel Law Update - 8 hours, 1 person
6. Homeland Security Conference - 8 hours, 1 person
7. Domestic Violence - 12 Hours, 1 person

Training Hours for Trainers: 108 hours.

Total Training Hours for 2002-2003: 18,722

Revenue Generated

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STATE	Funding Description	Funding Rate
Alabama (leg. Includes abuse law and no auto dialers or recorded announcements.)	Statewide surcharge	Wireline: \$2.00 Wireless: \$.70 mo
Alaska	Local fees on phone bills. Local municipality by resolution can adopt wireless surcharge. Populations of 100K > \$50 100 < \$.75	Wireline: Wireless: \$50-\$.75
Arizona	Fees based on 1.5 % of base telephone service and flat fees	Wireline: Rate: \$.37 Wireless: Rate: \$.37
Arkansas	Fee based on 5% of base telephone rate for wireline. Statewide Surcharge for wireless	Wireline: \$1.00 Wireless: \$.50
California	Statewide Assessed on IntraState Toll by Gen. Serv. Rate adjusted 9/1 each yr. Max rate 1/2 of 1%, generates approx. \$90 M annually.	Wireline / Wireless:
Colorado	Local fund	Wireline: Up to \$.70 by County Wireless: Up to \$.70 by County
Connecticut	Statewide 9-1-1 funding program by surcharge with system approval performed by the State.	Wireline: Rate: \$.25 Wireless: Rate: \$.25
Delaware: (Primary Response Centers are: Newark, Wilmington; New Castle, Kent Co. & Sussex County	Statewide. PUC has authority to require 9-1-1 to every response center. Expenses recovered from fee or tariffed services. Each county by ordinance 9-1-1 fund.	Wireline: \$.50/mo remitted to Primary Response Centers Wireless: \$.60
Florida	Statewide planning coordinated, however funding is generated from local county referendum.	Wireline Rate: \$.50 Wireless: Rate: \$.50
Georgia	Statewide Program with Adv. Committee (11 Members). Participation by local Resolution assesses fee to wireline & wireless serv. Requires Voter approval. Wireless funds placed in restricted revenue acct.	Wireline: \$1.50/mo Wireless: \$1.00 If after 10/1/02, the PSAP has Ph 1 capabilities, they may impose an addl. .30. Deposited into the Ph 2 acct - and shall be specific for recurring and non recurring Ph 2 costs.
Hawaii	Wireline statewide surcharge. Wireless: telephone companies permitted to recover capital cost and operating expenses.	Wireline: \$.27 Wireless: None
Idaho	Statewide surcharge	Wireline: \$1.00 Wireless: \$1.00
Illinois	Counties of 100,000 > required to implement. Funding is generated from local county referendum to establish surcharge.	Wireline: \$1.25/mo Wireless: \$.075
Indiana	Revenues generated by surcharge, general revenues and interest on 911 fund.	Wireline: \$0.80 Wireless: \$1.00
Iowa	Statewide wireless dedicated surcharge. Managed by State	Wireline: Rate: \$1.00 Wireless: Rate: \$.75
Kansas	Wireline base 2% of rate not to exceed. Wireless not to exceed.	Wireline: Rate: \$.75 Wireless: \$.50
Kentucky	Statewide surcharge	Wireline: Rate: \$.25 Wireless: Rate: \$.70
Louisiana Each Parish has option to have enabling legislation.	Districts are created within each Parish by ordinance and voter approval. Parish of 30 - 31,000 pop can have a higher service fee rate. Rates are based on % of base telephone rate and can adjust based on population of the county. Surcharge not to exceed.	Wireline: Rate: \$1.20mo Wireless: Rate: not to exceed \$.85
Maine	Statewide surcharge. Reviewed by Legislature each year.	Wireline: \$.58 Wireless: \$.58
Maryland	Wireline local surcharge + state surcharge wireless statewide surcharge only	Wireline: \$0.50 local fee \$0.10 State fee Wireless: \$0.60 state fee
Massachusetts	Wireline service funded through 411 revenue/directory assistance. This was accomplished in a swap to charge for directory assistance and some of the revenue was to go to 911.	Wireline presently funded by charge against 4-1-1 (fund deficit) Wireless: \$.30 + portion of Directory Assistance
Michigan	Statewide Program with Adv. Committee (11 Members). Participation by local Resolution assesses surcharge to wireline & wireless serv. Requires Voter approval.	Wireline: \$1.50/mo Wireless: \$.52/mo
Minnesota	Statewide surcharge	Wireline: Rate: \$.70 (\$.50 State Surcharge + \$.20 Local Fee) Wireless: Rate: \$.60 (\$.40 State Fee + \$.20 Local Fee)

Mississippi	Statewide surcharge	Wireline: Rate: \$1.25 Wireless: Rate: \$1.00 Also a service charge of \$.05 per line for State Treasury
Missouri	Wireline Up to 15% surcharge not to exceed. Wireless statewide surcharge	Wireline: Rate: \$.75 Wireless: Unknown
Montana	Statewide surcharge	Wireline: Rate: \$.50 Wireless: \$.50
Nebraska	Statewide surcharge	Wireline: \$.80 Wireless: \$.50 + a surcharge to help in initial funding.
Nevada	Wireline Metro Property Tax. Wireless county surcharge	Wireline: Local Tax base Wireless: Unknown
New Hampshire	Statewide surcharge	Wireline: \$.42 Wireless: \$.42
New Jersey	Funded Through State General Fund	Wireline:
New Mexico	Statewide surcharge also received \$8M from refund	Wireline: \$0.51 Wireless: \$.51
New York	Wireline/Wireless statewide surcharge	Wireline: Rate: \$.35 Wireless: Rate: \$.70
No. Carolina	Wireline: Tax Base used for some of the funding. Voted to implement by ordinance. Wireless: Statewide surcharge Carrier entitled to a one percent (1%) administrative fee and remits the rest to the local government.	Wireline: Rate: Varies by county \$.30-\$.50 Averages \$.80 Wireless: Rate: \$.80
No. Dakota	Wireline by excise tax	Wireline: \$1.00 Wireless: by county surcharge
Ohio	Countywide funding comes from either fee assessed on property or through telephone access line surcharge.	Wireline: Rate: \$.50 Wireless: \$.50
Oklahoma	Participation by local Resolution assesses fee to wireline & wireless serv. Requires Voter approval per county. Only 1 county and 1 District has cost recovery in the state at this time.	Wireline: Rate: 3-5% Wireless: Rate: \$.50 if being collected.
Oregon	Statewide surcharge	Wireline: Rate: \$.75 Wireless: Rate: \$.75
Pennsylvania	Counties excess surcharge	Wireline: \$.50 Wireless: Rate: \$1.00 to \$1.50 depending on size of county
Rhode Island	Statewide surcharge	Wireline: Rate: \$1.00 Wireless: Rate: \$1.00
South Carolina	Wireline local funding. Wireless statewide surcharge	Wireless: Rate: \$.58
South Dakota	Statewide surcharge	Wireline: \$.75 Wireless: \$.75 Pager: \$.15
Tennessee	Statewide surcharge assessed per telephone line for wireline and wireless. Amount collected varies per District.	Wireline: Rate: \$.65 - \$1.50 for Residential and \$2.00 - \$3.00 for Business. Wireless: Rate: \$.65 - \$1.50 for Residential and \$2.00 - \$3.00 for Business.
Texas	Statewide funding comes from a service fee assessed per telephone line for wireline/wireless and an equalization surcharge fee assessed to intrastate long distance charges Districts and Home Rule Cities service fee amounts collected varie	COG: Wireline: \$.50 Wireless: \$.50 Districts and Home Rule Cities: Varies
Utah	Statewide surcharge	Wireline: Rate: \$.53 Wireless: Rate: \$.53
Vermont	Percentage of phone bill + portion of USF	Wireline: Rate: 1.4% of phone bill + portion of Universal Service Fee
Virginia	Statewide surcharge	Wireline: Rate: 1.50-\$3.00 Wireless: Rate: \$.75
Washington	Statewide surcharge	Wireline Rate: \$.70 (\$.50 State + \$.20) Wireless: Rate: \$.70
West Virginia	Wireline: Local general revenues Wireless: Statewide surcharge	Wireline Rate: Unknown Wireless: Rate \$.75
Wisconsin	County surcharge	Wireline Rate: Varies by county \$.75 average) Wireless: Rate: \$.70
Wyoming	Wireline Local surcharge + portion of USF. Wireless: Statewide surcharge	Wireline Rate: \$.75 (\$.50 Local + approx. \$.25 USF) Wireless: \$.50
USF = Universal Service Fund		